



ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Reducing Bureaucracy Memo from the DDA

FROM:

C/CSG/OIT
GE31 HQS.

EXTENSION

NO.

OIT-0278-87

DATE

1 June 1987

STAT
STAT

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. EA/DDA
7D18 HQS.

01 JUN 1987

6/1

jm

2. ADDA

2 JUN 1987

J

3. DDA

02 JUN 1987

J

4.

5.

6.

EXA

03 JUN 1987

7.

8.

9.

10.

11.

12.

13.

14.

15.

DDA REGISTRY

FILE: 1-1

OIT-0278-87

1 JUN 1987

MEMORANDUM FOR: Executive Assistant to the DDA

FROM:

[redacted]

Chief, Customer Service Group, OIT

STAT

SUBJECT: Reducing Bureaucracy Memo from the DDA

REFERENCE: DDA 87-0968, dtd 5 May 87, Subject: More Response to
"Reducing Bureaucracy"

Jim,

1. In response to your memoranda concerning 'reducing bureaucracy', I have asked [redacted] from my staff to address all of these suggestions, comments, and queries for the Customer Service Group.

STAT

2. We are presently exploring ways to improve our service, and an integral part of this effort is developing better communications with our customers. As you pass on each suggestion, [redacted] will be contacting the customer with the following objectives in mind:

STAT

- a. to establish customer relations;
- b. to gain a better insight into the customer's perspective;
- c. to better understand the problem;
- d. to offer solutions as appropriate; and
- e. to make recommendations for improvement.

3. We welcome these suggestions and will keep you informed as information is obtained on how the Customer Service Group can 'reduce bureaucracy'.

[redacted]

STAT